Provider Lifecycle Management – the Pre-Enrollment Portal

Frequently Asked Questions (FAQ)

Do I need a login to access the Pre-Enrollment Portal?
No, a login is not required to access the Pre-Enrollment Portal.

Are all fields required?
The fields with the red asterisks are required, but you can include additional information in the non-required fields.

Who do I reach out to if I have questions?
Once in the portal, click on the **Help** icon in the top right to access contact information

Who do I reach out to if I need technical support?
Once in the portal, click on the **Help** icon in the top right to access contact information

Where can I find more information or training materials?
Once in the portal, click on the **Help** icon in the top right to access training materials.

What if I cannot find my provider type?
If you are unsure what provider type to select, access the National Uniform Claim Committee (NUCC) NUCC Taxonomy Code Set to assist with the provider type selection.

I am part of a new group. How do I add practitioners once I complete my group's application?
Once your request is reviewed and approved, you will receive an email notification on how to set up an account in the Provider Network Management Portal. After you complete all the steps outlined in the email, you can log in and add practitioners to your practice.

My group was contracted before the Pre-Enrollment Portal was implemented. How can I utilize the portal to manage my practice?
Providers contracted before the Pre-Enrollment Portal implementation will submit a request through the **Access the Portal** card. Once the health plan reviews and approves the request, an email detailing the steps to create an account with a username and password will be sent. This process will link the practice manager to the group.

What is a Practice Manager?
A Practice Manager account is intended for staff who handle administrative or office management responsibilities at your practice and need portal access to manage practice information, add practitioners, upload rosters, and receive credentialing or enrollment updates.
Can there be more than one practice manager assigned to a group?
Yes, additional practice managers can be linked to the group by submitting a request through the **Access the Portal** card.

If I am an atypical provider without an NPI# can I still apply?
Yes, when completing the application, you will have the option to indicate that you are an atypical provider.

Is CAQH required to credential providers?
Yes, CAQH **is required** for individual providers who require credentialing. However, CAQH **is not required** for providers who work exclusively in an inpatient or freestanding facility setting. Please make sure CAQH profiles are current, attested timely and Molina Healthcare is permitted to access.

What if my Medicaid is pending – can I submit a request?
Providers can submit a request and indicate on the application that their Medicaid enrollment is in process. Your application will be reviewed in accordance with state requirements.

How soon can I re-apply if my request is denied?
If your request is denied, you will receive an email notification detailing the reason for the denial and when you can reapply.

Is the portal affiliated with Availity?
No, the Provider Network Management Portal is only for enrollment and credentialing application information. It is not affiliated with or integrated with Availity. Due to this, you may see some discrepancies between the two.